

Making the Net Work



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Using an identifier will avoid customer errors

Recently, the Agent Partnership Unit (APU) has seen an increase in errors where titles are being issued in the incorrect name. To avoid these errors you must follow these steps when processing titles electronically:

Start with an identifier (the customer's Social Security Number (SSN), the Wisconsin Driver's License Number (WIDL), or the Federal Employer's Identification Number (FEIN).

Do not key the customer's name.

Allow the system to check the DMV database.

Select the correct name as it populates in the field.

Selecting the wrong customer can prevent plate renewal notices and other important DOT correspondence from reaching the correct parties, especially after address changes are made.

If you need assistance, please call APU at 608-266-3566.

Incorrect plate transfers may result in problems for your customers

It is important to verify the license plate number to transfer with the applicant and to be certain the plate information matches the applicant information.

If the plate information is incorrect and the applicant can not be reached, contact APU for assistance by calling 608-266-3566.

If an incorrect license plate is transferred, a completely different plate owner may become unregistered and can be in danger of receiving a ticket by law enforcement for improper registration.

If an application is submitted for manual processing due to the wrong plate information, you will be charged the \$50.00 surcharge fee, plus the \$15.00 processing fee, and your customer will not receive their title until all fees are paid.

Some out-of-state title only applications must be mailed to DOT for processing

It is not new to most of you that title-only applications with a lien for an out-of-state customer can be processed electronically.

If an out-of-state customer has an existing Wisconsin record, DMV will need to add a special mailing address.

Continued on page 2

Please follow these steps when processing this type of application:

- Cancel the transaction
- Mail the application to DOT for manual processing
- Complete the mail to DOT form
- Mark "Other", write "Special Mailing Address" and notate the out-of-state address

I made a mistake, now what?

Everyone makes mistakes, but in the electronic world, it is much easier to reset the application than it is correcting the error after the fact.

If you discover an error made that day, you will be able to reset the application prior to 8 p.m. APU can walk you through how to reset the application if you need assistance. If a reset is not possible, call APU for assistance.

If you are sending a request for correction, complete the correction form found at Bank Account Information and Forms on the e-MV11 main menu.

- Make the request as clear and concise as possible. Include a contact name and phone number.
- Spell out in detail what happened, what needs to be corrected and any special requirements for the correction.
- Send copies of documents if required for a complete explanation.

If the correction involves an owner or lender, you will need to submit the title in order to have the correction processed. Recovering the title that was issued in error is your responsibility.

Having your paperwork in order, completed correctly, with all required information can make the correction process much easier for all involved.

If you are not sure what is needed to make the correction, please call APU for assistance at 608-266-3566.

Review application before finalizing

It is imperative that a pended application be reviewed before completion, if you have one person start or pend the application and another person complete the application.

Information can change between pending and completion, causing a title to be produced with incorrect information.

A perfect example is estimating an odometer reading on a pended application and forgetting to change the reading before completion, which results in an odometer error on the title and more work for you when the customer calls about the wrong odometer reading on the title.

Customers question what weight to register their vehicles

It is important for you to give the customer correct information when it pertains to gross weight vehicles.

The gross weight issue also applies to truck type vehicles that are eligible for auto plates, such as vans or sport utility vehicles. When your customer requests truck plates to be issued or transferred to one of these vehicles, the registration weight of the plate must match the maximum weight at which the vehicle will be operated.

This means the customer should consider the weight of the vehicle, a full load, the driver and passenger(s) when deciding what weight to register their vehicle. It is the customer's responsibility to be properly registered

Reminder – If the vehicle has an open box, it requires gross weight truck plates.

Open Door Policy to Our Partners

Our partners are very important to DOT and to the Agent Partnership Unit as our customers. I invite you to call me directly with your questions, comments or concerns regarding our programs or if you just want to openly discuss an issue. My direct office number is 608-264-9538.

Nancy Passehl Supervisor

e-MV11 transaction types that can be processed using e-MV11

Title/registration transactions currently available using e-MV11 (Dealer sales only):

- Automobile
- Light truck
- Motorcycle
- Title-only (Out-of state resident with a lien perfected, or truck registering IRP)
- Mopeds (plate issuance only)

Title/registration transactions that currently cannot be issued using e-MV11

These transactions are exempt from the electronic processing requirement:

- Title-only for a WI resident
- Title-only for an out-of-state resident without a lien
- Title-only for an out-of-state resident with a WI record
- Out-of-state titles with less than 17 digits in the VIN
- Wisconsin title no longer on system
- Mopeds - plate to transfer
- Issuance of personalized plates (can transfer)
- Heavy trucks
- Private sales
- Three or more owners or lessees
- Multiple secured parties
- Replacement titles

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Making the Net Work is an informational bulletin published quarterly on the electronic MV11 program. If you have questions concerning this information please call APU at 608-266-3566.